



Implementing the Student Success Team Model

Challenges, Triumphs, and Lessons Learned

Today's Team



Ivan Peña

Dean of Student
Services & Counseling
Crafton Hills College



Jimmy Grabow

Co-chair Counseling,
Counselor
Crafton Hills College



**Dr. Eliza Hoyos
Vences**

Dean of Counseling
Cerritos College



Michelle Simotas

Senior Director
CLP

Agenda

- Crafton Hills College journey to develop Success Teams
- Q & A
- Discussion & Activity
- Closing

Who is in the room?

Implementing the Student Success Team Model

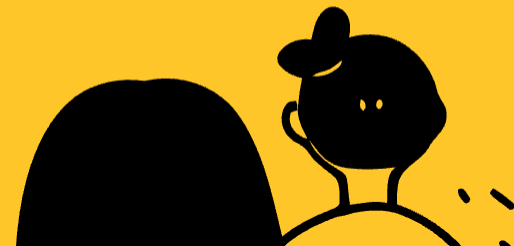
Challenges, Triumphs, and Lessons

Learned

Equitable Counseling Convening

March 14, 2025 | Riverside City College





Introduction

At Crafton Hills College, we've reimagined traditional counseling structures to ensure every student receives targeted, proactive support.

1

Understand Our Model

Learn how our Student Success Team Model is structured.

2

Impact Assessment

Discover why we adopted this model and its impact.

3

Practical Insights

Gain insights into challenges faced and strategies used.

Why We Transitioned



68%

Students of Color

Making equity-driven counseling
essential

67%

Part-time Students

Juggling academics, work, and
family

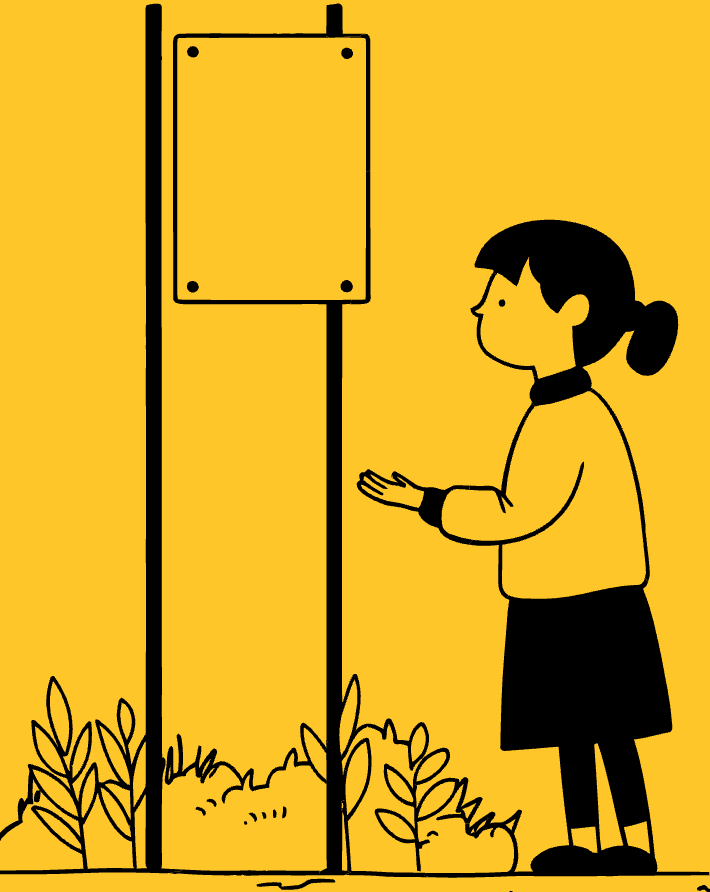
65%

Financial Aid

Qualifying Recipients
Promise Grant

We noticed mid-journey students disengaging, high stop-out rates, and equity gaps. We needed to move from a reactive counseling model to a proactive one.

Structure of Our Model



1

0-14 Units

Focus on onboarding, academic planning, and career exploration.

2

15-29 Units

Ensuring students declare a major, complete ed plans, and stay engaged.

3

30-44 Units

Prioritizing completion, transfer application, and graduation support.

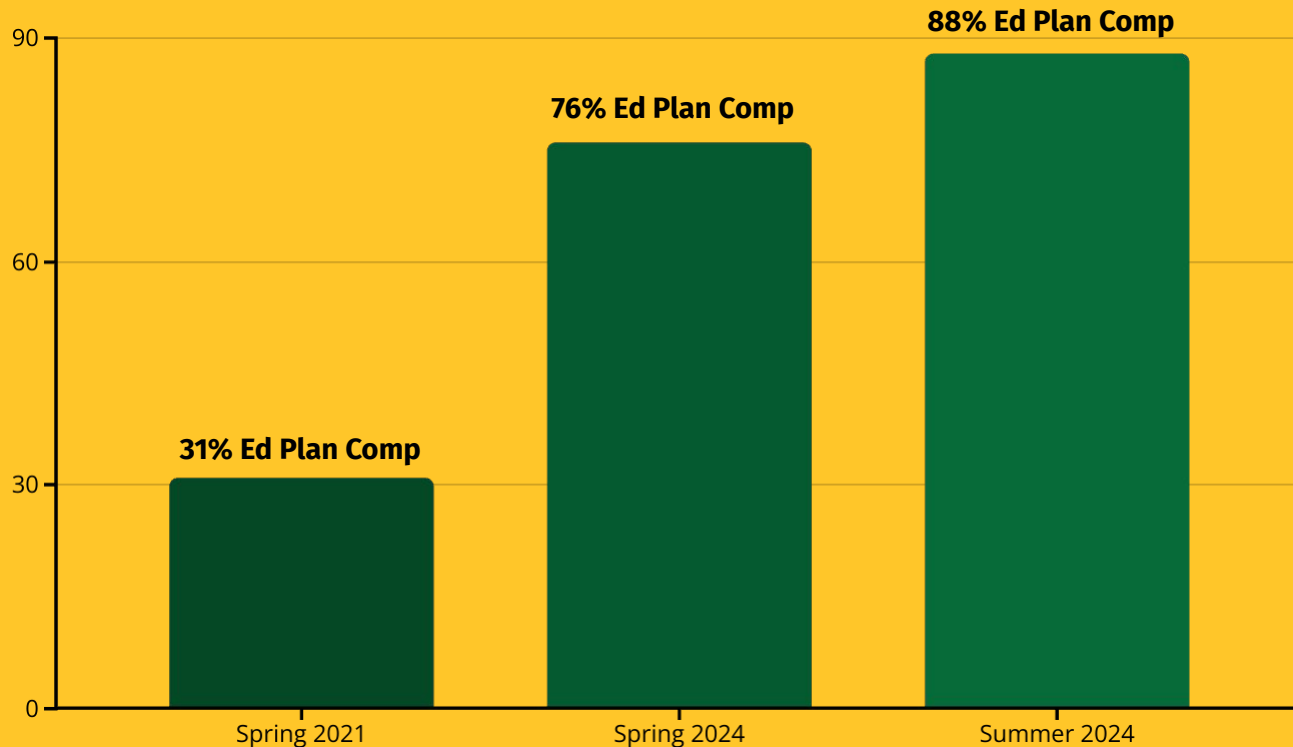
4

45-60+ Units

Final preparation for workforce entry, graduate school applications, and transfer support.

We adopted a Networked Single Point of Contact Success Team Model where Completion Coaches serve as the first point of contact, working alongside Counselors.

Results & Impact



85% of surveyed students said Completion Coaches met their needs well. We saw a 45% increase in transfer workshop participation. Crafton Hills is now #1 in our region for UC transfer admission rates.

Challenges & Solutions

Counselor & Faculty Buy-In

We engaged faculty early, shared data on student needs, and piloted the model with a small cohort before scaling up.

Technology & Data Integration

We partnered with IT and research teams to streamline data collection, ensuring accurate tracking.

Sustaining Student Engagement

We leveraged social media, peer mentors, and completion celebrations to keep students involved.

Leveraging Funding

We secured \$400,000 in external seed grant funding for the first two years and have now institutionalized Completion Coaches by braiding SEAP and AB 19 funds.



Key Takeaways

Proactive Approach Works

Milestone-based counseling increases student retention and equity.

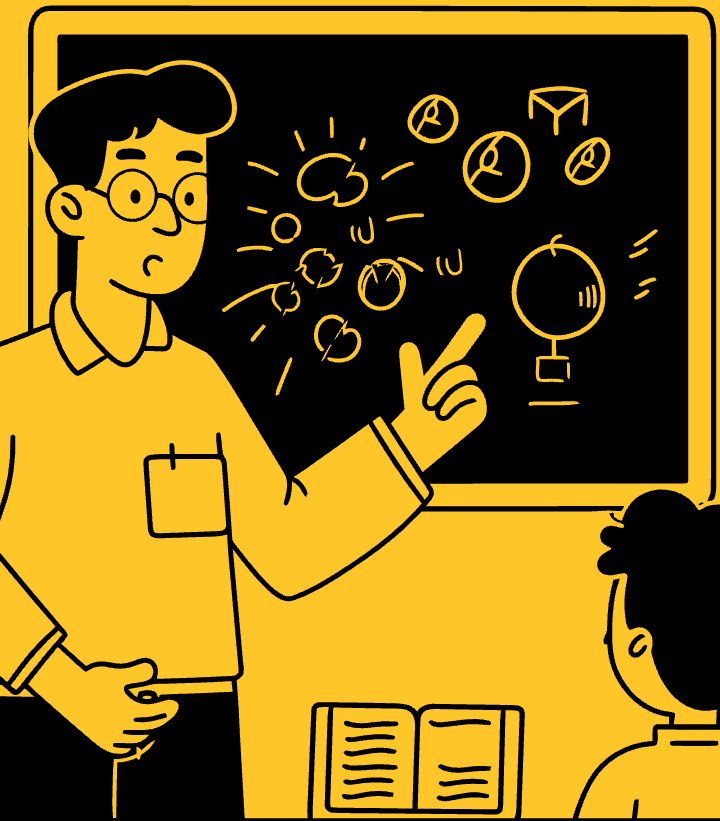
Collaboration is Essential

Counseling, completion coaches, and faculty must work together.

Adaptable Model

Every institution can customize this approach to fit their unique culture.

Transforming counseling isn't just about strategy. It's about creating a culture where every student feels supported and empowered to succeed.



Q&A Discussion



Funding

How we secured
funding for
Completion
Coaches



Workload

How we addressed
faculty and staff
workload concerns



Compliance

Steps taken to align
with AB 928 and
other state
mandates

As we continue this conversation, I encourage you to customize these ideas for your institution. Let's ensure every student has a clear path to success.

Discussion & Activity

Discussion

At your table groups, discussion the following questions.

- How does the single point of contact work to support students? Do you have something similar?
- What are effective communication strategies for success teams?

Share out

Discussion

At your table groups, discussion the following questions.

- How are counselors working effectively with coaches?
- What is your college working on and how can you put some of what you heard into practice?

Share out

Thank you!

Lunch & Student Panel next

